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# Ontario

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# Human


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# Rights

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# Commission

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 *Annual Report*  
1992–1993

1914

1914

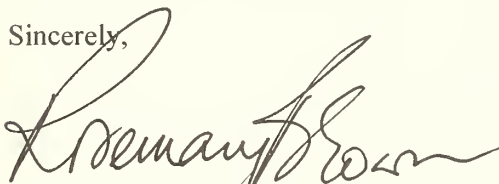
January 5, 1995

The Honourable Elaine Ziemba  
Minister of Citizenship and Responsibility  
for Human Rights, Disability Issues,  
Seniors Issues and Race Relations  
77 Bloor Street West  
5th Floor  
Toronto, Ontario  
M7A 2R9

Dear Minister:

As required under section 31(1) of the Ontario *Human Rights Code*, please find enclosed a report on the activities of the Ontario Human Rights Commission for the fiscal year 1992/1993.

Sincerely,

A handwritten signature in cursive script, appearing to read "Rosemary Brown".

Rosemary Brown, P.C.  
Chief Commissioner  
Ontario Human Rights Commission



# Ontario Human Rights Commission

*Annual Report 1992–1993*

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## Table of Contents

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Introduction .....	page 1
Leadership .....	page 2
Efficiency .....	page 3
Caseload Reduction Task Force .....	page 3
Organizational Health and Effectiveness .....	page 4
Anti-Racism .....	page 5
Effectiveness .....	page 5
Enforcement .....	page 6
Public Education .....	page 7
Special Programs .....	page 8
Public Policy .....	page 9
Key Cases .....	page 10
Appendices .....	page 17

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# Introduction

The ongoing definition and enforcement of human rights are amongst the most crucial obligations of a just, diverse, and honourable society. Since its creation in 1962, the Ontario Human Rights Commission has been accountable for ensuring that Ontario's commitment to human rights is fulfilled in a reasonable, unbiased, and effective manner.

Charged with this responsibility, the Commission itself continually has had to evolve and reflect these goals in its own operations and in the development of human rights in Ontario. In the 1992/93 fiscal year, the Commission's continued evolution was affected by significant changes in leadership and key improvements in the agency's efficiency and effectiveness.

# Leadership

**M**s. Catherine Frazee's term as Chief Commissioner ended in September 1992, after three years as Chief Commissioner and four years as a Commissioner.

Ms. Frazee's ability to take human rights into every sector of society, her ability to heal, inspire, and challenge, provided the motivating force for much of the agency's work. She was a dynamic and dedicated leader of both the Commission and the staff of the Commission.

Subsequent to Ms. Frazee's departure, Vice-Chair Fran Endicott was appointed Chief Commissioner in September 1992. A well-respected human rights advocate and a Commissioner since 1991, Ms. Endicott declared from the outset that she intended to be a "clear, loud, firm—and maybe unpleasant—advocate for human rights." Ms. Endicott's tenure as Chief Commissioner ended tragically with her death on November 10, 1992.

Notwithstanding her brief term as Chief Commissioner, Ms. Endicott's imagination, creativity and realism allowed her to lead the Commission with conviction in such areas as strategic planning, organizational health, and anti-racism.

The late Fran Endicott was succeeded by Mr. Alok Mukherjee, who served as

Acting Chief Commissioner from November 1992 to June 1993. Mr. Mukherjee led the Commission through its period of mourning with an unerring sense of humanity, proportion, and hope.

In other areas, Commissioner David Philpott completed his term of office and Commissioner Jerry Woods resigned. Subsequently, the Lieutenant Governor in Council appointed Mr. Robert Milbourne and Mr. Richard Miles to the Commission in July 1992 and Mr. Tom Warner in February 1993.

With respect to the staff of the Commission, Ms. Lesley Lewis left her position as Executive Director in October 1992. Under her guidance, the staff of the Commission undertook several important measures intended to improve the overall efficiency and effectiveness of the agency.

In January, 1993 Mr. D. Scott Campbell was appointed Executive Director of the Commission. A senior and seasoned public administrator, Mr. Campbell moved with deliberate speed to assess and complete the implementation of projects already underway and to develop a series of integrated, comprehensive reforms in the operations and administration of the Commission.



# Efficiency

In September 1991, the Minister of Citizenship had announced the Ontario government's one-time allocation of \$6 million. These funds were targeted to address all cases in the agency's caseload

which were over six months old, implement a program to improve organizational health and effectiveness, and make the Commission an effective anti-racist organization.

## Caseload Reduction Task Force

The Caseload Reduction Task Force was created in 1991 in order to address in one year, approximately 1,000 of the Commission's oldest and most complex cases. The Task Force consisted of 52 persons, grouped into innovative teams of investigators and lawyers.

This initiative brought with it the added benefit of removing much of the weight of older cases from the Commission's regional offices, allowing them to concentrate on addressing cases which were already under investigation or which had been with the Commission for six months or less.

The Task Force completed its term in December, 1992; thereafter, a small group

of its staff continued to address cases which required further attention until March 31st 1993. At that date, 830 (70 percent) of the assigned cases were successfully closed. Another 64 were defined as having "work completed," but were awaiting Commission decision.

Cases which remained outstanding at the conclusion of the Task Force were returned to all of the Commission's regional offices, with the exception of the Toronto Central Region, and assigned for immediate investigation. The Toronto Central Region, one of the Commission's busiest, was allocated five additional staff persons to address a high volume of complex cases.

# Organizational Health and Effectiveness

The Organizational Health and Effectiveness Committee (OHEC) was created to determine areas of weakness in the organizational structure, to assess the needs of staff, and to develop strategies for improving the overall health and well-being of the Commission.

The Committee's expressed goal was to effect a "transformation [of the Commission] from a disparate group of individuals to an effective working team; from colleagues who started with particular skill sets and isolated reference points, to partners with new skills and a broader, more unified organizational vision."

The Committee was chaired by two directors and was comprised of a Commissioner and staff from all levels of the organization.

Creating the OHEC committee was a significant initiative for the Commission. Staff, through an extensive questionnaire and a series of meetings with the Committee, had an opportunity to share their concerns about the organization and its corporate culture. They also proposed solutions to problems and suggestions for improvement.

A report outlining broad recommendations for change was submitted to the Commission in January 1993.

## Anti-Racism

The Commission's anti-racism initiative was a feature of its effort to become a model employer. Upon review of the Commission's workplace, specific systemic barriers to equality were identified and targeted for removal.

Accordingly, an internal anti-racism advisory committee was created. The

committee was responsible for developing and recommending to the Commission's Senior Management Committee an anti-racism strategy which would eliminate from the policies or operations of the agency any manifestation of racism.

By the end of March 1993, after extensive consultation with staff, a draft anti-racism strategy was formulated.

## Effectiveness

The essential function of the Commission is defined in Section 29(a) of the *Code*, which requires the Commission:

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*to forward the policy that the dignity and worth of every person be recognized and that equal rights and opportunities be provided without discrimination that is contrary to law[.]*

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This imposes upon the Commission a mandate which is more diverse than its strict duty to receive and address formal complaints under the *Human Rights Code* in a timely, just, and rigorous manner.

It gives the Commission an obligation to undertake proactive action such as public education, the review of special programs intended to achieve equality for the members of disadvantaged groups, and the examination of statutes and public policies which appear to be inconsistent with the *Code*.

In assessing the effectiveness of the Commission in the fiscal year 1992–1993, it is necessary to consider the ability of the agency to balance and address its various functions under the *Code*.

## Enforcement

In 1992–1993, the Commission received 2,317 complaints of discrimination under the *Human Rights Code*, closing a total of 2,659.

Although the staff of the Commission were able to reduce the agency's overall caseload, their ability to resolve cases quickly was continuously challenged by the increasing volume and complexity of new complaints. For example, inquiries to the Commission's offices soared to 116,308 from 92,000 the previous year. Moreover, the staff of the Commission referred a total of 29,000 inquiries to other agencies in the 1992–1993 fiscal year.

The following are the main highlights of the Commission's case-related activity:

- 54% of all cases were resolved within six months. The overwhelming majority of these were Early Settlement Initiatives, and as such were concluded informally within two months of the complainants' first contact with the Commission;
- the Commission requested that the Minister of Citizenship appoint more than 200 Boards of Inquiry;
- the number of complaints received on the ground of race increased from 22 percent of all complaints in 1991–1992, to 25 percent in 1992–1993; those on the ground of sex increased to nearly 17 percent from 15 percent the previous year;
- at the same time, the number of complaints filed on the ground of handicap decreased from 32 percent to 24 percent of all complaints;
- the number of requests for reconsideration of the Commission's dismissal of cases increased by 36, bringing the total to close to 250;
- the Caseload Reduction Task Force closed 830 cases.

# Public Education

The Commission's public education activities for the fiscal year 1992–1993 allowed the agency contact with several key sectors of Ontario's diverse society. The Commission's work in this regard involved presentations to municipal governments, such as the City of Thunder Bay, and to schools, including Brock University and Algoma University College. The Commission's meetings with groups such as the Urban Aboriginal Alliance, and with employers in the Kingston area, signify the ways in which the agency has attempted to make its

expertise in human rights accessible and relevant.

The Commission continued to contribute to the development of human rights in Canada as a whole, formally through its participation in the Canadian Association of Statutory Human Rights Agencies, and informally through meetings with staff of other human rights agencies. This dimension of the Commission's public education activity also included presentations on the subject of hate crimes and the law to a symposium in Vancouver.

## Special Programs

Section 14 of the *Human Rights Code* empowers the Commission to determine whether a policy which would otherwise infringe rights under the *Code* is in fact a special program designed to relieve hardship or foster equal opportunity for disadvantaged groups.

This mandate enabled the Commission to honour the City of Ottawa's request for assistance in the development of the City's *Employment Equity Workplan*. The staff of the Commission provided a comprehensive review of the Workplan and made recommendations for adjustments.

The staff of the Commission also continued into the second phase of their consultations with the Ontario College of Art. The College is implementing an employment equity program in order to eliminate barriers in the hiring and promotion of women. In the first phase of the program, the Commission exercised its authority under Section 14 (2)(e) of the *Human Rights Code* and determined that the College's intention to recruit women for employment did not breach the provisions of the *Code*.

In other developments, the Commission

announced in March, 1993 its intention to offer assistance to the City of Toronto in the development of an employment equity program for hiring firefighters from designated groups. Subsequently, the staff of the Commission participated in consultations with City officials to discuss a course of action which would best serve the letter and the spirit of the *Human Rights Code*.

The staff of the Commission were also consulted during the development of anti-discrimination policies by agencies such as:

- the Ministry of Education on integrated education for persons with disabilities;
- the Working Group on Educational Issues of the Coalition for Lesbian and Gay Rights in Ontario; and by
- employers such as Westbury Howard Johnson Hotel, Motorola Canada Ltd., the University of Western Ontario, Haldimand-Norfolk Adult Mental Health Services, and the Fort Francis/ Rainy River School District.



# Public Policy

The *Human Rights Code* requires the province's statutes, laws and policies to reflect and remain consistent with the intent of the *Code*. The Commission exercised its mandate in this regard by:

- advocating that the Ministry of Labour change the *Employment Agencies Act* in order to ensure equal opportunities for designated group members;
- requesting that the Premier and the Attorney General review all statutes that did not comply with the decision of an Ontario Board of Inquiry, which required employers to extend employment benefits to the conjugal partners of gay and lesbian employees;
- participating in the Ministry of the Attorney General's review of the jury selection process to identify barriers to equal participation on juries by members of disadvantaged groups;
- participating on an inter-ministerial government committee in its assessment of the impact of legislation, such as the *Occupational Health and Safety Act*, upon those who observe the Sikh faith.

In other developments, the Commission secured an agreement with the Ministry of the Attorney General and the Ministry of

Government Services, to provide persons with disabilities better access to court houses and services of the judicial system.

The Ministries agreed to create a special telephone information system for the deaf and hard of hearing and to take other steps such as ensuring physical accessibility in the renovation and construction of court houses. The Ministries also agreed to consult with groups representing persons with disabilities to determine their needs and to brief legal and judicial bodies on the needs of persons with disabilities.

Pursuant to its mandate under the *Human Rights Code*, the Commission conducts its own research, geared to enriching its capacity to apply the full scope of the *Code* to a variety of social issues. This activity has allowed the Commission to:

- make recommendations to the government's *Code Review Task Force* concerning improvements to the enforcement of human rights in Ontario;
- endorse the Stephen Lewis action plan for improving race relations; and
- call for public support of employment equity legislation.

## Key Cases

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### Boards of Inquiry 1992–1993

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Board Decisions (Final) .....	page 11
Settlements .....	page 13
Divisional Court .....	page 15
Court of Appeal .....	page 16
Supreme Court .....	page 16

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# Boards of Inquiry 1992–1993

## Board Decisions (Final)

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### Age

- *Allen McKee v. Hayes-Dayna Inc., R.O. Mossberger and Jack Yates*

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### Age; Harassment; Sexual Solicitation

- *Dayna Daccash v. Paul Richards and Studio Ten:Ten*

---

### Handicap

- *Diane Bielecky v. Young, MacNamara and Chris Young*
- *Jacqueline Black v. Gaines Pet Foods and Bill Gerber*
- *Jo-Anne Yale v. Sam Metropoulos and Helena Metropoulos*
- *Mr. Ian Charles Yeomans and Mr. Ross Gerald Cook v. City of Ottawa et al.*
- *Myrna Marzano v. Nathar Ltd. and Nathan Langburt*
- *Stefan (Dimitrov) Kolev v. McDonnell Douglas Canada Ltd. and Harry Buchmueller*

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### Handicap; Harassment

- *Ashit Kumar Ghosh v. Domglas Inc., Charles Fox, David Harrison, William Forrest and Ken Van Vliet*

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### Handicap; Reprisal

- *Wilma Munsch v. York Condominium Corp, No. 60, Nick Bongiovanni and Ivan Filipovic and Vince Cianfarani*

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### Handicap; Sexual Orientation

- *Gary Thornton v. North American Life Assurance Company and Clarendon Foundation*
  - *Gary Thornton v. North American Life Assurance Company, First North American Insurance Company*
-

# Boards of Inquiry 1992–1993

## Board Decisions (Final)

---

### Marital Status

- *Kelly Parks v. Christian Horizons and Lorraine Duran, and Holly MacIntyre v. Christian Horizons and Isobel Hudson*
- 

### Sex

- *Laura J. Cunningham v. Royal Canadian Legion Branch 594, Bill De Hart and Larry Fairbrother*
  - *Sheelagh Conway v. Roman Koslowski*
  - *Sylvie Rodley v. Federated Building Maintenance Company Limited*
- 

### Sex; Sexual Solicitation

- *Lee Ann Bruce and Darlene Jackson v. McGuire Truck Stop*
- 

### Sexual Harassment

- *Ms. Maria Aguiar v. Basonje Systems and James Kan*
  - *Tracy Lampman v. Photoflair Ltd. and Mr. Roy Smith*
- 

### Sexual Orientation

- *Jan Waterman v. The National Life Assurance Company of Canada*
  - *Michael Leshner v. Her Majesty the Queen in Right of Ontario and the Ministry of the Attorney General*
- 

### Race

- *Dr. Arnold Itwaru v. York University, Faculty of Arts and Professor Jack Craig*
  - *Duane Baptiste v. Napanee and District Rod & Gun Club*
-

# Boards of Inquiry 1992–1993

## Settlements

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### Age

- *Allen Robert McKee v. Hayes-Dayna Inc.*

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### Family Status

- *Jerry Birch v. Old School Apartments et al.*
- *Norman Lee v. Silverspring Ltd. and R. Clark and Joyce Mitchell*
- *Susan Lehman v. Hallman Property Management*

---

### Family Status; Marital Status

- *Guy Tessier and Mireille Tessier and Pierre Tessier v. Productions Marc (1986) Ltée. (Productions Marc)*

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### Family Status; Marital Status; Race

- *Myrledeen Smith v. Antonia Sgro*

---

### Handicap

- *David C. Kavanagh v. Atlantic Packaging Products Ltd. and John Lang*
- *David Morgoch v. City of Ottawa*
- *Gurbax Sandhu v. Polytech Coatings and Rick Turner*
- *James L. Warren v. Allstate Life Insurance Company of Canada et al.*
- *John Alexander Coubrough v. Brantford Police Services Board*
- *Marguerite Constable v. Loyalist College of Applied Arts and Technology*
- *OHRC and Ron Smith, Dan Cann, Kris Wickens, Theresa Quinn, Ian Jarvis, Anke Eggers, Wayne Acheson and Krystal Keller v. Wasaga 500 G-Karts and Robert Croll and 5994499 Ontario Limited (carrying on business as Blue Mountain Go-Karts) and J. H. Reid*
- *Robert (Sandy) Clarke v. Stelco Fastener and Forging Company*
- *Terrence R. Wagner v. Regional Municipality of York and Joanne Simmons*
- *Timothy Charles Slater v. Consolidated Bathurst Inc., Mr. Robert Verch and Mr. Newman*

# Boards of Inquiry 1992–1993

## Settlements

---

### Sex

- *Lisa J. Hirniak v. Buggy's Dining Lounge Inc., Brian Baker and Ted Bicholson*
  - *LuLu Hall v. Insta-Print Centre Ltd.*
  - *Richard St. Onge v. The Great Atlantic and Pacific Company of Canada Ltd. (A&P)*
  - *Therese Rose-Michniak v. Re/Max Apple Realty Ltd.*
  - *Yvonne Robbins (nee Hain) v. A.B.S. Reprographics (Kitchener) Inc. (carrying on business as Kwik Kopy Printing) and Larry Tales*
- 

### Sex; Harassment; Sexual Solicitation; Reprisal

- *Patricia Xazandroulis v. A. Den-Ouden's Carpentry and Millwork, Abraham Den-Ouden and Ted Adam*
  - *Shelly-Anne Moir v. Ladde Textiles Inc. and Laurie Dore*
- 

### Sex; Sexual Solicitation

- *Sherrie Whitworth v. Robert Cowling and Rightway-A-Plus-One*
- 

### Race

- *OHRC and Edwin Yee v. Mona Labib and 373041 Ontario Limited and Susan Fuller*
  - *Parviz Mirbashi v. The Lennox and Addington County Board of Education and Sheridan*
  - *Tina Hurst v. Sears Canada Inc.*
-

# Boards of Inquiry 1992–1993

## Divisional Court

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### Age

- *Albert Large v. The Corporation of the City of Stratford, Stratford Police Department and Board of Police Commissioners*
- *Ontario Hydro et al. v. The Ontario Human Rights Commission, et al.*
- *Ontario Hydro v. The Ontario Human Rights Commission (C. Stanton Stevenson)*
- *Ontario Hydro v. The Ontario Human Rights Commission*

---

### Handicap

- *Brantford Police Service Board v. The Ontario Human Rights Commission and John Alexander Coubrough*

---

### Harassment; Sexual Harassment

- *Ontario College of Art and Jan Van Kampen v. The Ontario Human Rights Commission*

---

### Race

- *Jeremy Hancock v. Alan Shreve and The Ontario Human Rights Commission etc.*
- *Ontario College of Art and Jan Van Kampen v. The Ontario Human Rights Commission (Khaletun Majumder)*
- *The Cumis Group Limited v. The Ontario Human Rights Commission (McMorris)*
- *The Cumis Group Limited/Le Groupe Cumis Limitée v. The Ontario Human Rights Commission*

---

### Sex

- *The Great Atlantic & Pacific Company of Canada, Limited v. Her Majesty the Queen in Right of Ontario as represented by the Minister of Citizenship, Ontario Human Rights Commission, Constance Backhouse, United Food and Commercial Food Workers International Union, Locals 175 and 633, Steinberg Inc. and Diane Gale*
-

## Boards of Inquiry 1992–1993

### Court of Appeal

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#### Marital Status

- *The Ontario Human Rights Commission v. London Monenco Consultants Limited, Monenco Engineers and Constructors Inc., W. P. London and Associates Limited, Thomas Geiger, and Bob Barboutsis*
- 

## Boards of Inquiry 1992–1993

### Supreme Court

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#### Age

- *Zurich Insurance Co. v. Ontario (Human Rights Commission)*  
(sub nom. *Bates v. Zurich Insurance Co. of Canada*)
- 

#### Marital Status

- *London Monenco Consultants Limited, Monenco Consultants Limited, Monenco Engineers and Constructors Inc. and W. P. London and Associates Limited v. The Ontario Human Rights Commission (Ont.) (23248)*
-

# Appendices

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List of Commissioners .....	page 18
-----------------------------	---------

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Organizational Chart .....	page 19
----------------------------	---------

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Commission Offices .....	page 20
--------------------------	---------

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Libraries Where Board Decisions Can Be Found .....	page 21
---	---------

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Statistics .....	page 23
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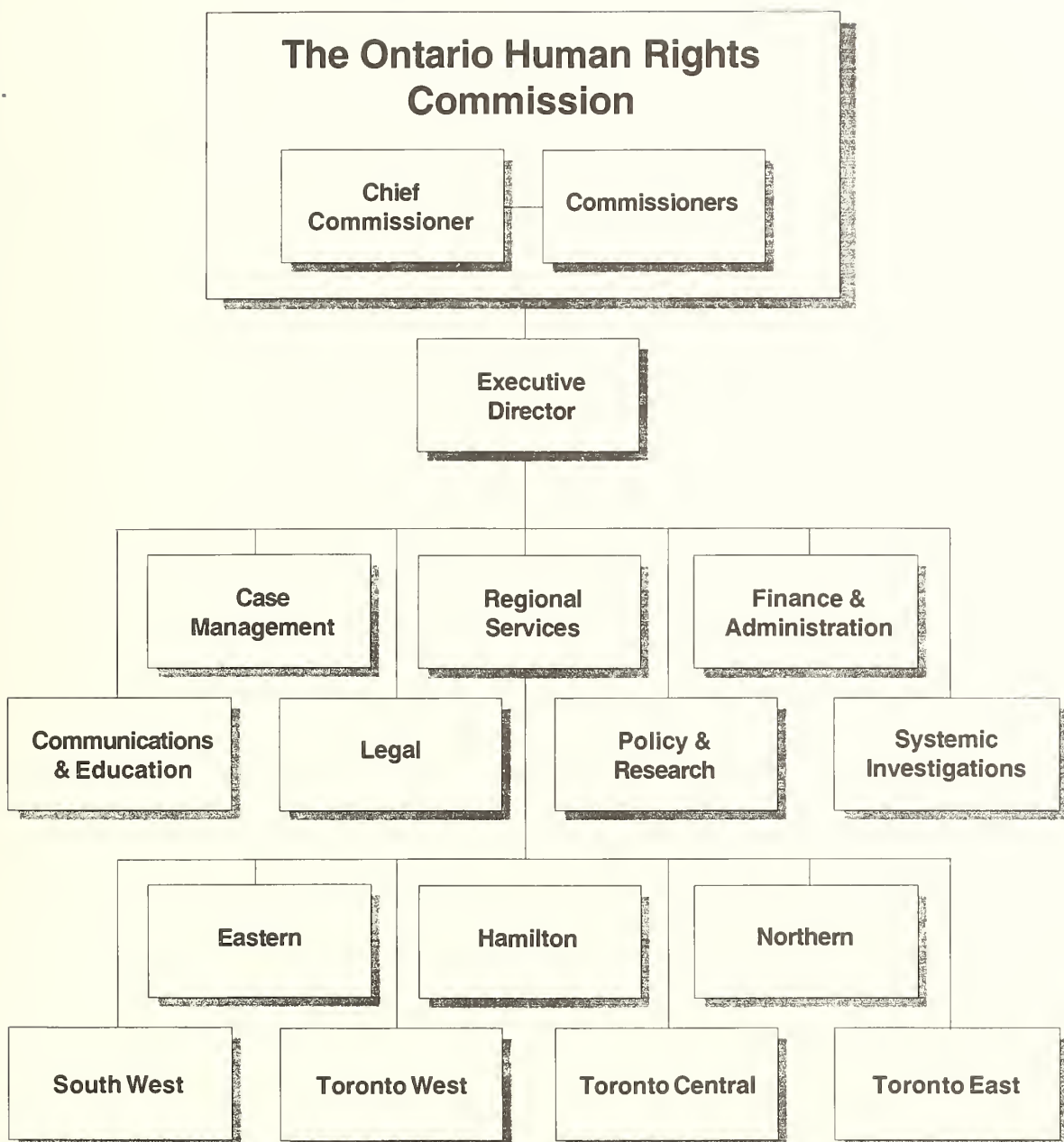
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## List of Commissioners

<b>DEVINS, Reva</b>	February 19, 1987	–	May 18, 1993
<b>LENKINSKI, Louis</b>	July 16, 1987	–	February 18, 1995
<b>MILES, Richard</b>	July 22, 1992	–	February 18, 1998
<b>MILBOURNE, Robert</b>	July 22, 1992	–	February 18, 1998
<b>MUKHERJEE, Alok</b>	April 1, 1987	–	May 11, 1994
<b>PAQUETTE, Carmen</b>	June 6, 1991	–	February 18, 1994
<b>PHARAND, Gaetane</b>	June 6, 1991	–	February 18, 1997
<b>PHILPOTT, David</b>	March 10, 1989	–	June 18, 1992
<b>WARNER, Tom</b>	February 3, 1993	–	February 18, 1996
<b>WHARTON, St. Clair</b>	June 6, 1991	–	February 18, 1997
<b>WOODS, Jerry</b>	June 6, 1991	–	January, 1992



# Organizational Chart



# Commission Offices

## Hamilton

110 King Street West  
Suite 310  
L8P 4S6  
Tel: (905) 521-7870  
1-800-263-9344  
*TDD: (905) 546-8278*

## Kenora

227 2nd Street South  
3rd Floor  
P9N 1G1  
Tel: (807) 468-2866

## Kingston

80 Queen Street  
Suite 202  
K7K 6W7  
Tel: (613) 548-6750  
1-800-461-2958  
*TDD: (800) 267-5755*

## Kitchener

824 King Street West  
Suite 101  
N2G 1G1  
Tel: (519) 571-6078  
1-800-263-9525

## London

231 Dundas Street  
Suite 303  
N6A 1H1  
Tel: (519) 661-6600  
1-800-268-8333  
*TDD: (519) 661-0544*

## Mississauga

1290 Central Parkway West  
Suite 304  
L5C 4R3  
Tel: (905) 273-7811  
1-800-268-2808  
*TDD: (905) 273-6648*

## Ottawa

255 Albert Street  
Suite 401  
K1P 6A9  
Tel: (613) 232-0489  
1-800-661-0228  
*TDD: (613) 232-3909*

## Sault Ste. Marie

390 Bay Street  
3rd Floor  
P6A 1X2  
Tel: (705) 942-8417  
1-800-461-0051

## Scarborough

10 Milner Business Court  
Suite 404  
M1B 3C6  
Tel: (416) 314-3555  
1-800-268-6585  
*TDD: (416) 314-3572*

## St. Catharines

1 St. Paul Street  
Suite 603  
L2R 7L4  
Tel: (905) 684-7406  
1-800-263-4916  
*TDD (905) 684-1103*

## Sudbury

159 Cedar Street  
2nd Floor  
P3E 6A5  
Tel: (705) 670-7222  
1-800-461-6259  
*TDD: (705) 675-6392*

## Thunder Bay

28 North Cumberland St.  
Suite 403  
P7A 4K9  
Tel: (807) 343-6003  
1-800-465-8996

## Timmins

210 Spruce St. South  
Suite 103  
P4N 2M5  
Tel: (705) 268-2838  
1-800-461-7863

## Toronto Central

595 Bay Street  
4th Floor  
M5G 2C2  
Tel: (416) 326-9511  
*TDD: (416) 326-9669*

## Windsor

215 Eugenie Street West  
Suite 100  
N8X 2X7  
Tel: (519) 973-1370  
1-800-263-1604  
*TDD: (519) 966-8237*

## Headquarters

400 University Avenue  
Toronto, Ontario  
M7A 2R9  
Tel: (416) 314-4500  
1-800-387-9080  
*TDD: (416) 314-4535*

**Toll-Free Long Distance:** If you are outside the local area and within the area code, call the number listed under 1-800

# Libraries Where Board Decisions Can Be Found

**University of Toronto**  
Bora Laskin Library  
78 Queen's Park  
Toronto, Ontario  
M5S 2C5

**York University**  
Law Library  
4700 Keele Street  
Downsview, Ontario  
M3J 2R5

**Legislative Library**  
Legislative Building  
3rd Floor, North Wing  
Queen's Park  
Toronto, Ontario  
M7A 1A9

**The Great Library  
Osgoode Hall**  
The Law Society of  
Upper Canada  
130 Queen Street West  
Toronto, Ontario  
M5H 2N6

**Ministry of Labour  
Library**  
400 University Avenue  
10th Floor  
Toronto, Ontario  
M7A 2R9

**Metropolitan Toronto  
Reference Library**  
789 Yonge Street  
Toronto, Ontario  
M4W 2G8

**University of Ottawa**  
550 Cumberland Street  
Ottawa, Ontario  
K1N 6N5

**Carleton University**  
Ottawa, Ontario  
K1S 5B6

**Brock University**  
500 Glenridge Avenue  
St. Catharines, Ontario  
L2S 3A1

**University of Waterloo**  
200 University Avenue west  
Waterloo, Ontario  
N2L 3G1

**University of Western  
Ontario**  
London, Ontario  
N6A 3K7

**Queens University**  
Kingston, Ontario  
K7L 3N6

**McMaster University**  
Hamilton, Ontario  
L8S 4L8

**University of Windsor**  
401 Sunset Avenue  
Windsor, Ontario  
N9B 3P4

**Lakehead University**  
Oliver Road  
Thunder Bay, Ontario  
P7B 5E1

# Libraries Where Board Decisions Can Be Found

**Laurentian University**  
Sudbury, Ontario  
P3E 2C6

**Library of Parliament**  
Wellington Street  
Parliament Hill,  
Central Block  
Ottawa, Ontario  
K1A 0A9

**University of Ottawa**  
Human Rights Research  
and Education Centre  
57 Louis Pasteur  
Ottawa, Ontario  
K1N 6N5

**Hamilton Public  
Library**  
55 York Blvd.  
Hamilton, Ontario  
L8N 4E4

**Kingston Public  
Library**  
130 Johnson Street  
Kingston, Ontario  
K7L 1X8

**Kitchener Public  
Library**  
85 Queen Street North  
Kitchener, Ontario  
N2H 2H1

**London Public Library**  
305 Queens Avenue  
London, Ontario  
N6B 3L7

**Ottawa Public Library**  
120 Metcalfe Street  
Ottawa, Ontario  
K1P 5M2

**St. Catharines Public  
Library**  
54 Church Street  
St. Catharines, Ontario  
L2R 7K2

**Thunder Bay Public  
Library**  
285 Red River Road  
Thunder Bay, Ontario  
P7B 1A9

**Waterloo Public  
Library**  
35 Albert Street  
Waterloo, Ontario  
N2L 5E2

**Windsor Public Library**  
850 Ouellette Avenue  
Windsor, Ontario  
N9A 4M9

# Table 1:

## Complaints by region of registration & ground, 1992/1993

	Race or Colour	Ethnic Origin <sup>1</sup>	Creed	Sex & Pregnancy	Sexual Harassment	Sexual Orientation	Age	Marital Status	Family Status	Handicap	Public Assistance <sup>2</sup>	Record of Offence <sup>3</sup>	Reprisal	No Grounds	Breach of Settlement	TOTAL	PERCENTAGE
EASTERN	44	26	4	52	23	15	23	10	10	72	18	-	4	3	-	304	13
HAMILTON/NIAGARA	27	15	4	79	37	6	31	14	18	76	11	-	6	-	-	324	14
NORTHERN	48	7	5	66	19	5	16	19	15	73	13	-	2	-	-	288	12
SOUTHWESTERN	44	12	7	41	56	5	19	2	7	86	2	1	5	-	-	287	12
TORONTO CENTRAL	129	14	18	44	40	15	27	8	11	76	12	1	16	1	2	414	18
TORONTO EAST	79	17	6	57	26	7	16	7	16	88	10	-	5	-	-	334	14
TORONTO WEST	103	23	7	53	44	2	24	4	3	87	4	-	12	-	-	366	16
TOTAL	474	114	51	392	245	55	156	64	80	558	70	2	50	4	2	2317	100
PERCENTAGE(%)	20	5	2	17	11	2	7	3	3	24	3	0	2	0	0	100	

1. Citizenship, ancestry, place of origin

2. Only in accommodation

3. Only in employment

**Table 2:**  
Complaints received by ground & provision, 1992/93

	Race or Colour	Ethnic Origin <sup>1</sup>	Creed	Sex & Pregnancy	Sexual Harassment	Sexual Orientation	Age	Marital Status	Family Status	Handicap	Public Assistance <sup>2</sup>	Record of Offence <sup>3</sup>	Reprisal	No Grounds	Breach of Settlement	TOTAL	PERCENTAGE
SERVICES	89	21	10	31	-	29	9	7	11	98	-	-	-	1	-	306	13
HOUSING	32	9	5	8	8	5	11	18	39	31	70	-	-	1	-	237	10
CONTRACTS	1	1	-	1	-	-	-	-	1	1	-	-	-	-	-	5	0
EMPLOYMENT	347	80	35	335	237	21	135	37	29	428	-	2	-	2	-	1688	73
VOCATIONAL ASSOCIATION	5	3	1	17	-	-	1	2	-	-	-	-	-	-	-	29	1
REPRISAL	-	-	-	-	-	-	-	-	-	-	-	-	50	-	-	50	2
BREACH OF SETTLEMENT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	2	0
<b>TOTAL</b>	<b>474</b>	<b>114</b>	<b>51</b>	<b>393</b>	<b>245</b>	<b>55</b>	<b>156</b>	<b>64</b>	<b>80</b>	<b>558</b>	<b>70</b>	<b>2</b>	<b>50</b>	<b>4</b>	<b>2</b>	<b>2317</b>	<b>100</b>
<b>PERCENTAGE(%)</b>	<b>20</b>	<b>5</b>	<b>2</b>	<b>17</b>	<b>11</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>24</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>100</b>	

1. Citizenship, ancestry, place of origin

2. Only in accommodation

3. Only in employment

# Table 3:

## Settlements effected by ground, 1992/93

	Specific & General Damages	Complainants Receiving Damages	Offer of Job or Facility	Offer of or Consideration for Next Job or Facility	Affirmative Action Implemented	Seminars with Respondent Staff	Review of Policies or Documents	Issuance or Correction of References	Letter of Apology to Complainant	Written Declaration of Management Policies
RACE/COLOUR	\$421,903	71	36	24	5	40	42	23	65	144
ETHNIC ORIGIN <sup>1</sup>	\$28,727	9	8	6	-	4	15	4	12	18
CREED	\$74,912	15	6	-	2	3	15	7	8	22
SEX & PREGNANCY	\$268,536	97	25	16	2	17	43	23	35	104
SEXUAL HARRASSMENT	\$373,044	95	10	2	3	37	50	21	44	88
SEXUAL ORIENTATION	\$20,009	10	6	1	-	-	9	-	5	14
AGE	\$86,899	23	9	8	-	3	27	1	11	33
MARITAL STATUS	\$28,480	13	7	1	-	3	14	2	4	10
FAMILY STATUS	\$9,949	8	11	3	-	4	25	-	12	19
HANDICAP	\$422,154	129	98	19	2	28	69	26	46	134
RECEIPT OF PUBLIC ASSISTANCE <sup>2</sup>	\$2,300	6	8	5	-	1	9	-	4	12
OTHERS	\$9,000	3	4	1	1	6	6	2	1	10
<b>TOTAL</b>	<b>\$1,745,913</b>	<b>479</b>	<b>228</b>	<b>86</b>	<b>15</b>	<b>146</b>	<b>324</b>	<b>109</b>	<b>247</b>	<b>608</b>

1. Citizenship, ancestry, place of origin

2. Only in accommodation



## Table 4:

### Complaints closed by disposition, 1992/93

	Race or Colour	Ethnic Origin <sup>1</sup>	Creed	Sex & Pregnancy	Sexual Harassment	Sexual Orientation	Age	Marital Status	Family Status	Handicap	Public Assistance	Record of Offence <sup>2</sup>	RBOSNG <sup>3</sup>	TOTAL	PERCENTAGE
<b>EMPLOYMENT</b>															
Board Appointed	27	3	4	22	30	4	5	2	1	29	-	-	-	127	6
Settled	172	30	33	196	147	12	64	22	12	240	-	1	1	930	48
Dismissed or not pursued	48	14	5	24	10	-	25	4	1	80	-	-	-	211	11
Withdrawn	113	35	13	135	70	19	52	13	8	229	-	1	1	689	35
<b>TOTAL</b>	<b>360</b>	<b>82</b>	<b>55</b>	<b>377</b>	<b>257</b>	<b>35</b>	<b>146</b>	<b>41</b>	<b>22</b>	<b>578</b>	<b>-</b>	<b>2</b>	<b>2</b>	<b>1957</b>	<b>100</b>
<b>ACCOMMODATION</b>															
Board Appointed	8	1	-	2	-	-	3	2	14	4	3	-	-	37	12
Settled	28	4	3	7	7	4	6	9	32	20	36	-	-	156	50
Dismissed or not pursued	-	-	-	-	-	-	-	1	5	2	2	-	2	12	4
Withdrawn	20	7	2	4	2	2	8	5	23	11	24	-	-	108	35
<b>TOTAL</b>	<b>56</b>	<b>12</b>	<b>5</b>	<b>13</b>	<b>9</b>	<b>6</b>	<b>17</b>	<b>17</b>	<b>74</b>	<b>37</b>	<b>65</b>	<b>-</b>	<b>2</b>	<b>313</b>	<b>100</b>
<b>SERVICES</b>															
Board Appointed	2	-	-	8	-	7	-	-	-	13	-	-	-	30	9
Settled	36	11	4	11	-	12	7	2	7	67	-	-	-	157	48
Dismissed or not pursued	6	3	1	3	-	-	1	1	1	14	-	-	1	31	9
Withdrawn	34	6	5	14	-	8	4	6	2	33	-	-	-	112	34
<b>TOTAL</b>	<b>78</b>	<b>20</b>	<b>10</b>	<b>36</b>	<b>-</b>	<b>27</b>	<b>12</b>	<b>9</b>	<b>10</b>	<b>127</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>330</b>	<b>100</b>
<b>CONTRACTS, VOCATIONAL ASSOCIATIONS, REPRISALS, BREACH OF SETTLEMENTS</b>															
Board Appointed	-	-	-	-	-	-	1	-	-	-	-	-	7	8	14
Settled	3	-	-	1	-	-	1	2	-	2	-	-	12	21	36
Dismissed or not pursued	1	-	-	-	-	-	1	-	-	-	-	-	5	7	12
Withdrawn	3	2	-	7	-	-	-	-	2	-	-	-	9	23	39
<b>TOTAL</b>	<b>7</b>	<b>2</b>	<b>-</b>	<b>8</b>	<b>-</b>	<b>-</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>33</b>	<b>59</b>	<b>100</b>

1. Citizenship, ancestry, place of origin

2. Only in employment

3. RBOSNG - Reprisal, Breach of Settlement, No Grounds



## Table 5:

### Employment complaints closed by disposition & ground, 1992/93

	Race or Colour	Ethnic Origin <sup>1</sup>	Creed	Sex & Pregnancy	Sexual Orientation	Age	Marital Status	Family Status	Handicap	Record of Offences <sup>2</sup>	RBOSNG <sup>3</sup>	TOTAL	PERCENTAGE
<b>RECRUITMENT &amp; HIRING</b>													
Board Appointed	-	-	1	3	-	1	2	-	3	-	-	10	3
Settled	28	5	5	30	3	31	3	6	40	-	-	151	52
Dismissed or not pursued	12	2	-	4	-	10	-	-	10	-	-	38	13
Withdrawn	15	4	2	20	3	16	5	2	22	-	1	90	31
<b>SUBTOTAL</b>	<b>55</b>	<b>11</b>	<b>8</b>	<b>57</b>	<b>6</b>	<b>58</b>	<b>10</b>	<b>8</b>	<b>75</b>	<b>-</b>	<b>1</b>	<b>289</b>	<b>100</b>
<b>PERCENTAGE</b>	<b>19</b>	<b>4</b>	<b>3</b>	<b>20</b>	<b>2</b>	<b>20</b>	<b>3</b>	<b>3</b>	<b>26</b>	<b>-</b>	<b>0</b>	<b>100</b>	
<b>TERMINATION</b>													
Board Appointed	12	2	2	13	-	2	-	1	20	-	-	52	6
Settled	71	10	17	103	2	22	12	3	141	1	-	382	41
Dismissed or not pursued	24	8	5	11	-	14	3	1	59	-	-	125	13
Withdrawn	67	22	7	76	3	31	6	6	160	1	-	379	40
<b>SUBTOTAL</b>	<b>174</b>	<b>42</b>	<b>31</b>	<b>203</b>	<b>5</b>	<b>69</b>	<b>21</b>	<b>11</b>	<b>380</b>	<b>2</b>	<b>-</b>	<b>938</b>	<b>100</b>
<b>PERCENTAGE</b>	<b>19</b>	<b>4</b>	<b>3</b>	<b>22</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>41</b>	<b>0</b>	<b>-</b>	<b>100</b>	
<b>DURING EMPLOYMENT</b>													
Board Appointed	15	1	1	6	4	2	-	-	6	-	-	35	7
Settled	73	15	11	63	7	11	7	3	59	-	1	250	53
Dismissed or not pursued	12	4	-	9	-	1	1	-	11	-	-	38	8
Withdrawn	31	9	4	39	13	5	2	-	47	-	-	150	32
<b>SUBTOTAL</b>	<b>131</b>	<b>29</b>	<b>16</b>	<b>117</b>	<b>24</b>	<b>19</b>	<b>10</b>	<b>3</b>	<b>123</b>	<b>-</b>	<b>1</b>	<b>473</b>	<b>100</b>
<b>PERCENTAGE</b>	<b>28</b>	<b>6</b>	<b>3</b>	<b>25</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>26</b>	<b>-</b>	<b>0</b>	<b>100</b>	
<b>TOTAL</b>	<b>360</b>	<b>82</b>	<b>55</b>	<b>377</b>	<b>35</b>	<b>146</b>	<b>41</b>	<b>22</b>	<b>578</b>	<b>2</b>	<b>2</b>	<b>1700</b>	

1. Citizenship, ancestry, place of origin

2. Only in employment

3. RBOSNG - Reprisal, Breach of Settlement, No Grounds

**Table 6:**  
**Employment complaints closed by type of work, 1992/93**

	Race or Colour	Ethnic Origin <sup>1</sup>	Creed	Sex & Pregnancy	Sexual Harassment	Sexual Orientation	Age	Marital Status	Family Status	Handicap	Record of Offence <sup>2</sup>	RBOSNG <sup>3</sup>	TOTAL	PERCENTAGE
Professional, Managerial, Technical	95	19	20	90	46	16	42	7	4	94	1	1	435	22
Sales	24	4	6	44	31	2	22	4	3	39	-	-	179	9
Clerical	38	11	8	95	71	4	15	12	3	84	1	-	342	17
Craft & Forepersons	39	9	4	20	12	1	12	2	1	55	-	-	155	8
Operatives	22	6	2	8	4	-	3	2	-	48	-	-	95	5
Services	49	14	5	57	58	6	19	6	3	57	-	-	274	14
Labour, General	93	19	10	63	35	6	33	8	8	201	-	1	477	24
<b>TOTAL</b>	<b>360</b>	<b>82</b>	<b>55</b>	<b>377</b>	<b>257</b>	<b>35</b>	<b>146</b>	<b>41</b>	<b>22</b>	<b>578</b>	<b>2</b>	<b>2</b>	<b>1957</b>	<b>100</b>

1. Citizenship, ancestry, place of origin

2. Record of employment

3. RBOSNG - Reprisal, Breach of Settlement, No Grounds

**Table 7:**  
**Cases closed by type of industry, 1992/93**

	Race or Colour	Ethnic Origin <sup>1</sup>	Creed	Sex & Pregnancy	Sexual Harassment	Sexual Orientation	Age	Marital Status	Family Status	Handicap	Public Assistance <sup>2</sup>	Record of Offence <sup>3</sup>	RBOSNG <sup>4</sup>	TOTAL	PERCENTAGE
<b>NATURAL RESOURCES</b>	3	1	-	3	3	-	2	-	-	14	-	-	1	27	1
<b>MANUFACTURING</b>															
Metals etc.	21	5	1	5	5	-	8	2	1	41	-	-	1	90	
Food etc.	9	2	1	9	3	1	5	-	1	20	-	-	-	51	
Wood etc.	8	-	-	8	6	1	3	1	-	18	-	-	1	46	
Auto etc.	10	5	3	14	2	1	3	-	1	28	-	-	3	70	
Electrical etc.	7	2	-	10	4	1	5	-	-	19	-	-	-	48	
Others	44	7	3	34	28	3	11	5	3	84	-	-	2	224	
<b>Subtotal</b>	<b>99</b>	<b>21</b>	<b>8</b>	<b>80</b>	<b>48</b>	<b>7</b>	<b>35</b>	<b>8</b>	<b>6</b>	<b>210</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>529</b>	<b>20</b>
<b>CONSTRUCTION</b>	4	-	1	2	4	-	2	1	1	11	-	-	-	26	1
<b>TRANSPORTATION, UTILITIES &amp; COMMUNICATION</b>	11	6	1	9	7	1	5	2	1	26	-	-	1	70	3
<b>TRADE &amp; RETAIL</b>	67	9	15	79	39	3	27	10	3	83	-	-	3	338	13
<b>FINANCE, INSURANCE &amp; REAL ESTATE</b>	74	15	7	38	27	15	26	24	77	77	62	-	3	445	17
<b>COMMUNITY, BUSINESS &amp; PERSONAL SERVICES</b>															
Schools etc.	34	14	9	13	8	2	11	-	2	38	-	-	2	133	
Medical etc.	56	6	3	33	13	11	8	5	3	69	-	-	7	214	
Employment agencies	3	2	-	4	1	-	-	-	-	2	-	-	-	12	
Hotels etc.	42	8	6	49	51	8	17	1	2	46	1	-	1	232	
Others	68	21	17	87	56	10	27	10	10	96	1	1	6	410	
<b>Subtotal</b>	<b>203</b>	<b>51</b>	<b>35</b>	<b>186</b>	<b>129</b>	<b>31</b>	<b>63</b>	<b>16</b>	<b>17</b>	<b>251</b>	<b>2</b>	<b>1</b>	<b>16</b>	<b>1001</b>	<b>38</b>
<b>PUBLIC ADMINISTRATION</b>	40	13	3	37	9	11	18	8	3	72	1	1	7	223	8
<b>TOTAL</b>	<b>501</b>	<b>116</b>	<b>70</b>	<b>434</b>	<b>266</b>	<b>68</b>	<b>178</b>	<b>69</b>	<b>108</b>	<b>744</b>	<b>65</b>	<b>2</b>	<b>38</b>	<b>2659</b>	<b>100</b>

1. Citizenship, ancestry, place of origin

2. Only in employment

3. RBOSNG - Reprisal, Breach of Settlement, No Grounds

4. Only in Employment









